

Bookings, cancellations & payments

Delivery of service: Upon receipt of full payment, an email booking confirmation is sent automatically via the booking system.

Term time Childcare – permanent bookings

Payment for permanent term time care: In return for WASPS providing breakfast and/or after school care to the Child, the Parent agrees to pay the agreed fee, monthly, in advance. Payment is due in full by the 1st working day of the month and will be taken automatically. It is the Parent's responsibility to ensure sufficient funds are available via their default debit card, Online Account balance or a combination of both.

A £25 administration fee will be levied each month payment is not made on time. This will be payable immediately. Repeated late payments or failure to pay a late fine may result in a withdrawal of the service.

Cancelling a permanent term time session: **Please note:** cancellations of individual permanent booking sessions are not eligible for credit or refund. If you wish to cancel a session we require confirmation of the cancellation in advance.

Changing or cancelling a set permanent booking pattern: To remove sessions from a Permanent Booking (or cancel a Permanent Booking in full) you are required to give one calendar month's notice. Booked sessions falling within this notice period remain billable regardless of whether or not the Child is in attendance. After the duration of that month, the set permanent booking pattern will change (or cease) according to the request.

Term time Childcare – ad hoc bookings

Payment for ad-hoc term time care: Payment for ad-hoc term time care must be made in full at the time of booking.

Cancelling a term time ad hoc session: Sessions cancelled with more than one month's notice will be credited to the Parent's Online Account Balance, to the value of the session(s) cancelled. Credit can be refunded upon request or retained on account for use towards future bookings. Any sessions cancelled with less than one month's notice will not be eligible for credit or refund.

Holiday Camps

Payment for holiday camps: Payment for holiday camps must be made in full at the time of booking.

Cancelling a term time ad hoc session: Sessions cancelled with more than 5 working days' notice will be credited to the Parent's Online Account Balance, to the value of the session(s) cancelled. For example, to receive a refund/credit for a session on Wednesday, the session should be cancelled by Tuesday of the previous week. Credit are retained on account for use towards future bookings. Any sessions cancelled with less than five working days' notice will not be eligible for credit or refund.

Cancellations must be made by contacting Childcare Bookings directly via the contact information below. All cancellations due to closure beyond the Club's control are non-refundable, including severe weather and public health or government-mandated closures. Exceptional circumstances may be considered at the discretion on the Management team.

Fees are reviewed annually and parents are notified of any changes.

Payment can be made via card registered to the parents account, Tax-Free Childcare or Childcare Voucher. Please be aware that Tax-Free funds can take 3 business days to arrive and other voucher payments can take up to 7 working days to arrive and be allocated to a parent's account balance. All payments are to be sent to the school the child is attending the care at.

If you pay via Childcare Vouchers, **it is important that your voucher is sent to us and processed prior to Billing Day**. Once we have received your voucher, we will automatically credit this to your Childcare Bookings account balance. You will receive an email confirmation of this. Vouchers can take from 2 to 7 working days to reach us, depending on the provider.

Parents/carers may be eligible to reclaim childcare costs through Universal Credit or Tax-Free Childcare and should consult the Government website for current guidance.

Children's behaviour and end-of-day collections

Timekeeping: In order for our service to run smoothly, we ask all Parents to be prompt when arriving and collecting children. A minimum of two Emergency Contacts must be added to a Parent's online account, who will also be permitted collect a Child if their Parent is unable to for any reason. Please be aware that Emergency Contacts will need photographic ID when collecting, to allow staff to verify their identity.

Arrival at the Club and Split Site Provision: WASPS operates a split site provision for ***After School Club only***.

Children Attending Haddenham Junior School are collected directly from Haddenham Junior School at the end of the school day by WASPS staff. Children remain on site at the Junior School Youth Centre until 4.30pm.

Part-Time Sessions (Until 4.30pm)

- Children booked for a part-time session must be collected from Haddenham Junior School at 4.30pm.
- All children must be signed out by an authorised adult.

Full-Time Sessions (Until 6.00pm)

- Children booked for a full-time session will be escorted by WASPS staff from Haddenham Junior School to Haddenham Infant School at 4.30pm.
- A register and headcount will be completed before departure, on arrival, and during the transition.
- Children will remain at the Infant School site for the remainder of the session and must be collected from there by 6.00pm.

All transitions between sites are risk assessed and supervised at all times by WASPS staff, maintaining appropriate staff-to-child ratios.

Late collections: Children must be collected by the finish time of their booked session. Children may only be collected by an authorised adult listed on the registration form, who must sign the child out.

Parents/carers must notify the WASPS team in advance if collection arrangements change, please report these changes via the WASPS mobile (07717 558318).

Persistent late collection will result in a charge of £10 per 15 minutes, to cover additional staffing costs. If a child is not collected: - Parents/carers will be contacted - Emergency contacts will be called - After approximately one hour, the Safeguarding Lead will be informed and appropriate action taken.

Repeated lateness will result in a Parent no longer being able to use our service.

Behavioural expectations: All children are expected to behave according to our [Behaviour Policy](#). Any serious deviation from this may result in a Child being removed from the childcare, with immediate effect, and not allowed to return. In this instance, no refunds will be given for any sessions falling within our normal notice periods.

Children's Welfare

Sickness: Should a Child have sickness or diarrhoea, we ask that they do not return to attending childcare for a period of 48 hours after the last episode. If a Child falls ill during a session we will call the Parent (or Emergency Contacts) and ask for the Child to be collected.

We reserve the right to refuse admittance, and the right to suspend provision to any Child if, in the opinion of WASPS the Child is not fit to attend due to illness.

Medicines: All medicines must be clearly named and labelled and given to the Manager. This is a requirement even if the medicine is not to be administered during the session. Children are not allowed to have medicines in their bags. If we are required to administer medicine whilst a Child is attending our childcare, the Parent will need to complete a [medicine form](#) and return it to the manager in advance. If your child has a medical condition please speak directly to the Play Manager as an individual care plan may be required.

First aid: By accepting these terms and conditions the Parent gives permission for all necessary first aid to be administered to their Child in the event of an emergency.

Toilet training: We understand that accidents do sometimes happen and will deal with them sensitively when they do. However, children attending must be able to use the toilet independently. By accepting these terms and conditions, the Parent confirms that their Child is able to do this. If your child is unable to use the toilet independently due to a medical condition, please contact the Play Manager directly so that we can discuss this and put an appropriate care plan in place.

General

Insurance: Haddenham Community Infant School holds full Public Liability and Employers Liability Insurance.



Template Terms & Conditions for Schools & Service Users

Designed to help give children a safe, secure and happy time in wraparound care.

Photographs for promotional purposes: Parents are asked as part of their online account registration whether they give permission for images of their child(ren) to be used for marketing purposes.

Personal loss or injury: WASPS c/o Haddenham Infant School does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff.

Data protection: We will use your details to contact you via email with future information about our services. Parents are asked as part of their online account registration whether they wish to opt in for future marketing emails. Haddenham Infant School is registered with the Data Protection Office and compliant with GDPR.

Temporary Interruption of Provision: WASPS c/o Haddenham Infant School acknowledge that they will not be under any liability or responsibility to the Parent or Child in respect of any temporary interruption in or temporary failure of or delay in providing either term time or holiday childcare. If such failure or delay is caused by the temporary unavailability of staff, building or maintenance work to the premises, fire, abnormal weather conditions, Government action or regulations or by some other cause (whatever the description and not necessarily limited to the foregoing examples) beyond the reasonable control of WASPS c/o Haddenham Infant School no recompense will be made.

Policies and procedures: Copies of WASPS c/o Haddenham Infant School's policies and procedures for wraparound childcare are available for Parents to view at our wraparound care setting or via the [website](#).